

HUMAN RESOURCES SPECIALIST

GENERAL RESPONSIBILITIES

Provides specialized administrative and technical level of work in the Department of Human Resources. Work is carried out independently in employment services, benefits, and special projects.

ESSENTIAL TASKS include the following; other duties may be assigned.

1. Coordinate specific area and perform HRIS data maintenance
2. In a lead capacity, provide administrative support for human resources services and projects
3. Respond to questions regarding Carroll County personnel policies, procedures, and practices
4. Compile information and construct complete and accurate reports, spreadsheets, surveys, and other complex documents
5. Develop and maintain benefits and employment forms, packets and other materials
6. Research and develop resources and methodologies that create timely and efficient workflow
7. Receive, investigate and resolve complaints/issues and inquiries from employees and vendors responding independently
8. Compose, prepare, and process general and confidential correspondence, including minutes, e-mail and faxes
9. Address errors and complaints
10. Perform related duties as to specific assignments
11. Any employee may be identified as Essential Personnel during emergency situations
12. Provide service to customers by answering questions, providing information, making referrals, and assuring appropriate follow-through and/or resolution
13. Communicate with managers, supervisors, co-workers, citizens, media and others, maintains confidentiality; and represents the County

EDUCATION AND EXPERIENCE

1. High school diploma or general education diploma (GED)
2. Four years human resources experience

* A comparable amount of training and experience may be substituted for the minimum qualifications.

KNOWLEDGE, SKILLS AND ABILITIES

1. Advanced skills in software programs (MS Word, Excel, Power Point) and/or other applications
2. Knowledge of Human Resources Information System (HRIS)
3. Read and interpret ordinances, policies, procedures, and legal documents
4. Write reports, correspondence, and procedure manuals
5. Respond to inquiries or complaints from employees and citizens
6. Demonstrate strong mathematical skills

7. Solve practical problems with a variety of variables
8. Interpret a variety of instructions furnished in oral, written, diagram, or schedule form

CERTIFICATES, LICENSES, REGISTRATIONS

1. Requires criminal background check as condition of employment
2. May require successful completion of CJIS Techniques of Fingerprinting training course within 6 months of employment